



Job Description

Position: Network Engineer
Department: Information Technology
Reports To: Manager Information Technology

Job Summary:

The Network engineer will be responsible for installation, maintenance and management of HRT computer systems hardware/software, stand-alone and/or networked. Assist in the development and improvement of HRT information technology services.

Essential Job Functions:

- Field all calls for computer assistance by HRT employees.
- Install, maintain, upgrade hardware and software of HRT computerized systems.
- Report all calls for computer assistance in electronic tracking software.
- Provide ad hoc user training as required to help customers effectively utilize HRT computerized systems.
- Perform routine LAN administrative duties as required.
- Compile, write, maintain written documentation of all HRT computer configurations and ensure adherence to HRT minimum hardware/software requirements.
- Maintain awareness of advances in information technology and recommend modifications to HRT systems as required.
- Manage records created and received in compliance with the Hampton Roads Transit Records Management Policy and Procedures.
- Responsible for maintaining a general awareness of HRT's EMS
- Responsible for handling all related job responsibilities in accordance to HRT's Environmental Policy, relevant EMS Standard Operating Procedures, and Emergency Management Plan

Examples of Duties (Duties listed are not intended to be all inclusive nor to limit duties that might reasonably be assigned)

- Coordinates selection and purchase of data processing hardware and software for HRT.
- Implement backup routine for all HRT networked computer systems.
- Provide development and/or maintenance of specialized HRT software programs.
- Implement virus protection strategy at HRT.
- Install, configure, and maintain network infrastructure components such as switches, routers, firewalls, and wireless devices.
- Design, implement, and maintain new network segments as needed including site to site VPN connections and other elements of the network infrastructure.
- Performs other duties as required by the Manager of Information Systems.

Required Knowledge, Abilities and Skills essential to Job Functions:

In depth knowledge of Windows network infrastructure components such as servers, Active Directory, DNS, DHCP, and network protocols is essential. In addition, experience working with a routed network, Wide Area Network, and the ability to configure and troubleshoot routers, switches and other network components is necessary. Ability to communicate effectively both orally and in writing. Ability to quickly identify problems and implement solutions with minimal downtime. Critical thinking – Using logic and analysis to identify the strengths and weaknesses of different approaches. Familiarity with MS Office Suite required.

Qualifications:

Training and/or Education:

Bachelor's degree in Computer Science, Management Information Systems, Information Systems or a related field

Required Experience:

Must have at least 3 years of experience in network support in a Windows 2000 or 2003 or 2008 environment utilizing Cisco (or equivalent) network components. Must have experience configuring network protocols, especially TCP/IP. Knowledge of DHCP and DNS is essential. Knowledge of firewalls and intrusion detection is essential.

Licenses or Certificates:

CCNA or higher required
MSCE or other Microsoft
Certification desirable

Special Requirements:

None

FLSA Status:

Exempt

Physical Demands:

Work requires high-speed operation of keyboard devices. Also requires lifting and transferring of computer equipment as needed. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Unusual Demands:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work involves meeting multiple demands on a timely basis. Duties may require some seasonal overtime.

This job description summarizes the essential duties required for this position but in no way is inclusive of all duties. Other related duties may be assigned as needed by department head or supervisor. All changes must be requested through the Organizational Development or Human Resource Departments.